

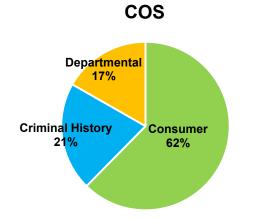
## **TEXAS DEPARTMENT OF LICENSING AND REGULATION**

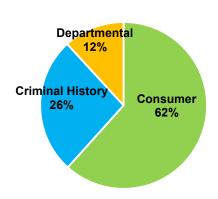
#### **Enforcement Division**

## **Cosmetologists (COS)**

Key Statistics	COS Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	329,375	848,268
Complaints Received	5,100	32,655
Cases Opened	1,998	10,121
Cases Closed	1,908	9,335
Average Time to Close (days)	155.79	209.86
% of Cases Resolved Within 6 Months	67.19%	60.00%
% of Cases Resulting in Disciplinary Action	18.50%	13.41%
Open Cases Pending at End of Fiscal Year	999	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	6	134
Number of Contested Cases Heard at SOAH	4	67
Formal Case Outcomes	COS Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	2	44
<b>Default Orders</b>	101	455
Agreed Orders	226	711
Average Penalty Assessed on Orders	\$1,356.71	\$2,124.56
Total Penalties Assessed	\$445,001.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	16	103
Licenses Suspended (Disciplinary)	2	8
Licenses Denied/Suspended/Revoked (Criminal History)	41	240
Cases Heard in District Court	0	1
Informal Case Actions	COS Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$700.00	\$192,825.53
Warning Letters	513	1,768
Other Informal Resolutions	1,035	6,208
Cease & Desist Orders	4	19

### **Source of Cases Opened Fiscal Year 2021**





**TDLR** 



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

**Enforcement Division** 

#### **Top COS Alleged Violations at Opening**

Fiscal Year 2021		
Alleged Violation at Opening	Count	
Criminal History	402	
Fail to clean and sanitize	400	
No operator's license	352	
No school or salon license	341	
Employed or leased to unlicensed person	135	
Violation of disaster ordinance or order	56	
Implements not sterilize or sanitize before use	54	
Expired school or salon license	48	
Engaged in gross malpractice	42	
Implements not sterilize or sanitize after use	27	
Accounting wrong hours to students	27	
Unlicensed instructors	27	

### **Top 10 COS Violations Resulting in Disciplinary Action**

Fiscal Year 2021		
Violation Resulting in Disciplinary Action	Count	
Failed to clean and sanitize	102	
No operator's license	54	
Logs are wrong or incomplete	42	
Employed or leased to unlicensed person	41	
Criminal History	40	
Implements not sterilized or sanitized after use	35	
No school or salon license	33	
Failed to clean or disinfect wax pots	21	
Failed to dispose single use equipment	20	
No foot spa records	17	